

# **MEMORANDUM OF UNDERSTANDING** **FOR THE IDAHO ONE STOP SYSTEM**

## **INTRODUCTION**

This Memorandum of Understanding (MOU) is entered into in the spirit of cooperation and collaboration by the Workforce Development Council, hereafter referred to as "the WDC" and the One Stop delivery system signatory partners, hereafter referred to as "the One Stop partners" or "partners" to describe how their various funding streams and resources will be utilized to better serve their mutual customers, both job seekers and employers, through an integrated system of service delivery operated at comprehensive sites known as *IdahoWorks* Career Centers and satellite sites, called *IdahoWorks* Career Connection sites. It is understood that the development and implementation of these Centers will require mutual trust and teamwork among the One Stop partnering agencies and the WDC, working together to accomplish the shared goals.

## **PURPOSE**

The purpose of this MOU is to establish the framework for operation of the One Stop system in a manner that maximizes services to system customers while making efficient use of public resources.

## **STRATEGIC VISION FOR THE ONE STOP DELIVERY SYSTEM**

The partners to this Agreement agree to support the goals of the Workforce Investment Act of 1998, hereafter referred to as WIA, including:

- Streamlining customer services in the One Stop delivery system
- Empowering individuals through access to information on programs, services, and outcomes available through the One Stop system
- Universal access to core services for all individuals entering the workforce investment system
- Accountability for performance and customer satisfaction

The partners agree to share accountability for achievement of the Workforce Development Council goals in attachment #1 and commit to the Vision, Guiding Principles and Goals for the One Stop system in attachment #2 to this Agreement.

## **PARTIES AND PROGRAM SERVICES**

The partners, programs and services offered as part of the One Stop system are included as attachments to this MOU.

## **JOINT RESPONSIBILITIES**

### **Leadership**

The WDC will set the vision and goals for the workforce investment system and will assist partners in continuously improving the system. The One Stop partners will be responsible for coordinating delivery of services in the One Stop system. Partners will share joint responsibility for providing leadership in the design and delivery of shared processes or services offered by the partners.

### **System Integration**

The partners will promote system integration to the maximum extent feasible through the cross training of staff, use of common and/or linked information systems and participation in a continuous improvement process designed to improve processes and increase outcomes and customer satisfaction.

### **Cost Sharing**

Partners agree to enter into a cost sharing agreement on an annual basis to support the cost of shared services and jointly occupied facilities. Such agreement shall meet the principle of proportionate responsibility for support of services. Cost allocation among partners shall meet the WIA and its regulations, OMB circulars A-21, A-87 and A-102 state rules and policy guidelines and any local policies regarding cost sharing.

### **Confidentiality**

Customer information, on employers and job seekers, will be shared in accordance with separate information release agreements. Partners agree that confidentiality of customer information will be maintained at all times.

## **SEPARATE RESPONSIBILITIES**

### **Administrative Management**

#### **Grants Management**

Each partner will be responsible for managing funds and activities under their control. Grant administration, including grant management, fiscal activities, evaluation/reporting, and overall coordination activities will be the responsibility of individual partners.

#### **Compliance**

Each partner shall be responsible for ensuring that its activities are in compliance with the WIA, their respective authorizing legislation and all attendant regulations, policies and procedures set forth by the federal or state government or the WDC.

#### **Hold Harmless**

Each partner to this Agreement will assume liability for its actions and the actions of its agents under this agreement. Each partner shall hold harmless, defend and indemnify all other partners to this agreement from any and all claims for damages, including costs and

attorney fees resulting in whole or in part from the partner or its agent's activities under the Agreement.

## **Operational Management**

### **Center Management**

The Center Operator is responsible for the day-to-day operation of the identified facility. The Center Operator will coordinate with partners to ensure their staff is scheduled appropriately within the Center, respond to questions of an operational nature and manage the facility. Partners shall be billed for their proportionate share of costs as agreed to in the annual resource sharing agreement or notified that costs are so minimal as to be considered immaterial.

### **Delivery of Core and Intensive Services**

Each partner shall be responsible for participating in the delivery of core and intensive services as agreed to in attachments to this agreement.

### **Eligibility**

Each partner shall be independently responsible for determining eligibility for their respective programs. When making an eligibility determination under Title IB of the WIA, the One Stop Operator and other providers of WIA services may, at their discretion, consider the assessment information of other partners regarding an individual's need for intensive or training services.

## **Staff Management**

Each partner shall be responsible for providing the direct supervision and control of its staff in such matters as selection and hiring decisions, personnel planning and evaluation, salary and benefits and other matters directly pertaining to an employer-employee relationship. Each partner will facilitate cross training opportunities and cooperative staffing arrangements within each One Stop Center and Affiliate center.

## **TERMS/CONDITIONS**

### **Period of participation**

The partners agree that the terms of this Agreement will take effect as of July 1, 2006 and will continue until such time as any partner or partners, shall modify, extend or terminate this agreement as provided below.

### **Disputes**

The Partners acknowledge that disputes may arise from time to time and agree to attempt to resolve such disputes in the most expeditious manner possible. The lead representative for each partner involved in a dispute will attempt to reach resolution before turning the matter to the WDC. The WDC will agree upon a resolution and offer a recommendation for action to the parties involved. If such action fails, the parties agree to use the dispute

resolution process which may include notice to appropriate Federal agencies to aid in resolution.




### **Incorporation of Additional Partners to Agreement**

The WDC or partners may agree to invite other organizations to participate. If such an invitation is issued and accepted, the organization will be considered a partner from the date of its acceptance letter and the review and approval by the WDC. Partners will review the Cost Sharing Agreements to incorporate any necessary changes to payments for shared costs as a result of the new partner participation.

### **Withdrawal from or Termination of the Agreement**

Any partner to this Agreement may withdraw its participation in the Agreement, in whole or in part, upon giving written notice of at least 30 days, provided that a written explanation of the scope of withdrawal and the reasons for that withdrawal are included in the written notice. In such cases, the Cost Sharing Agreement will be examined by all remaining partners to assure the continuation of the concept of proportionate cost sharing. This Agreement may be terminated at any time by mutual written consent of all partners. It is understood that the partners will seek to resolve all conflicts in order to avoid termination. The designated representative of each partner will be responsible to coordinate all matters associated with this Agreement for their party, including all written notices.

The partners to this agreement evidence their acceptance of its terms by their signatures below:

	Administrator	H&W	5-30-07
Signature	Title	Agency	Date
	Director	ICL	6/21/07
Signature	Title	Agency	Date
	Chair		6/6/07
WDC Signature			Date

### **Attachments**

WDC Goals and Objectives  
WDC Vision, Goals for the One Stop system  
Service Descriptions  
Annual Cost Sharing Agreements

# Memorandum of Understanding for the Idaho One Stop System Services Offered to Participants in the One Stop System

## 1. One Stop Partner Organization

Organization Name: **Department of Health and Welfare, Division of Welfare**  
 Organization Contact: **Genie Sue Weppner**  
 Street Address: **450 W. State St.**  
 City, State ZIP: **Boise, ID 83720**  
 Contact e-mail: **weppnerg@dhw.idaho.gov**  
 Contact phone: **208-334-5656**

## 2. Mandatory Programs

The organization named above is responsible as the administrative entity for the oversight of the following programs identified in the Workforce Investment Act as a mandatory One Stop partner program (check all that apply):

Check all that apply	Name of Program
<input type="checkbox"/>	Wagner-Peyser – Employment Service
<input type="checkbox"/>	Veterans – DVOP/LVER
<input type="checkbox"/>	Unemployment Insurance
<input type="checkbox"/>	Trade Adjustment Assistance
<input type="checkbox"/>	Work Opportunity and W2W Tax Credits
<input type="checkbox"/>	Economic and Community Development <sup>1</sup>
<input type="checkbox"/>	WIA Adult, Dislocated Worker, Youth
<input type="checkbox"/>	WIA Job Corps
<input type="checkbox"/>	WIA Native American
<input type="checkbox"/>	WIA MSFW
<input type="checkbox"/>	Title V SCSEP
<input type="checkbox"/>	Vocational Rehabilitation
<input type="checkbox"/>	VR for the Blind
<input type="checkbox"/>	VR Client Assistance
<input type="checkbox"/>	Adult Basic Education
<input type="checkbox"/>	Carl Perkins Vocational Education <sup>2</sup>
<input type="checkbox"/>	CSBG Employment & Training <sup>3</sup>
<input type="checkbox"/>	HUD E&T <sup>4</sup>

<sup>1</sup> State required – information and referral to state and community resources

<sup>2</sup> Required only if funds are used for non-traditional training or services offered to target groups

<sup>3</sup> Required only if funds are used for employment & training

<sup>4</sup> Required only if funds are used for employment & training

### 3. Optional Programs

The organization named above is responsible for the following programs designated as “optional” one stop partners and commits to coordinating these services in the One Stop system.

Check all that apply	Name of Program
x	TAFI (TANF)
x	Food Stamps Employment & Training
	Foster Youth Education and Training
	Workforce Development Training Fund
	Incumbent Worker Revolving Loan Fund
	Correction’s education and transition
	Other: ( Name)
	Other: (Name)

### 4. Services to be Offered in the One Stop System

**Information will be made available at each One Stop Office regarding Community Action Programs, Food Stamps, and Temporary Assistance for Families in Idaho (TAFI). TAFI is the cash assistance and work programs that are available low income families. Changes in these programs will be routinely communicated to One Stop staff in order to facilitate effective referrals of One Stop clients to appropriate services.**

The One Stop partner agrees to the following provisions adopted by the WDC:

- Required One Stop partners will make applicable core services available and provide access to other services in at least one physical One Stop Center within each workforce region;
- Partners may utilize any authorized methodology to deliver core services provided the methodology
  - is consistent with the partner’s authorizing legislation and the WIA;
  - does not require the customer to travel to another location to obtain the core service; and
  - meets minimum standards of accessibility set forth in Section 188(a)(1) of the WIA.

### Location and Strategy for Providing Services

- Identify any One Stop Centers where services will be delivered on a
  - Full time basis
  - Part time basis
  - Electronically
  - Print or other media

One Stop Center	Full time	Contracted to Operator	Part time	Electronic	Print or other media
Boise					x
Twin Falls					x
Pocatello					x
Idaho Falls					x
Caldwell					x
Lewiston					x
Coeur D'Alene					x

Primary Service Location	Region	Access at PSL	Affiliate Center
Health and Welfare Office	I through VII		
Community Action Offices	I through VII		

5. Cost Sharing

**The Department will provide written materials on the programs to the One Stop centers.**

6. Referral Arrangements

- Describe your process for referral to the One Stop system partners

**Referrals will come from the Community Action Partners and the Enhanced Work Services contractors providing enhanced work services to TAFI and Food Stamp recipients. Department caseworkers and Navigators provide information to program participants regarding the job information and services that are available at local One Stop Centers.**

- Describe your process for referral from the One Stop system partners

**There is no specific process for referrals from the One Stop system partners that is different from any other applicant for these services.**

7. Other comments or conditions not listed in the agreement